

# THE 50+ Connection

NEWS and EVENTS from the  
Howard County Office on Aging and Independence

Department of Community Resources and Services

Volume 8, No. 12 • December 2018

## Crawley to Lead the Howard County Office on Aging and Independence

Jenna Crawley, the new administrator of the Office on Aging and Independence, has spent her career serving children, families and older adults. She was inspired to pursue a career in social work when volunteering as a college student with children infected and affected by HIV/AIDS in Washington, D.C. Her interest in families, health, and social disparities has influenced her career path and ultimately led her to work with underserved and vulnerable populations across the lifespan. Jenna has worked in both the private and public sectors providing direct care, advocacy, program development, and leadership. The bulk of her career has focused on older adults who utilize home and community-based services.



"I deeply believe in meeting people where they are, understanding their strengths, challenges, wishes and desires and creating change together." Over the course of her career, Jenna has applied this approach to not only working with individuals and families, but also in building and facilitating community-based collaborations and partnerships. In her role as chief social worker with MedStar Health's Washington Hospital Center's Medical House Call Program, she designed and implemented social work interventions for frail, homebound elders to support aging in place. "To have the opportunity to be a part of an innovative, mission-driven team serving often medically and socially complex individuals in their homes was truly life-changing for me," she remembers.

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— Jenna Crawley

Most recently, she led the District of Columbia's Department of Health Care Finance's Long-Term Care Administration's Operations Division where she oversaw the daily operations of Medicaid-funded long term services and supports. In this role, she partnered with the Office on Aging, advocates, providers, and stakeholders to streamline access, promote efficiency and effective delivery of services and increase quality of care provided.

"Jenna brings a tremendous depth of experience and expertise to the department," said Howard County Executive Allan H. Kittleman, who announced her appointment, effective October 29. "The development of our Community Resources Campus and our commitment to bring non-profit, county and state agencies together has improved the delivery of human services in Howard County. Under Jenna's leadership, OAI will focus on making these services stronger and more effective for older adults and adults with disabilities in Howard County."

"Jenna's wealth of experience and her commitment to meeting the needs of underserved populations will increase access to resources and provide support where it is needed the most," said Jackie Scott, director of the

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**MILESTONES OF SERVICE** Waverly Woods resident, **LEO ST. CYR**, has been providing transportation for Howard County seniors as a Neighbor Ride volunteer driver since July 2010. On October 31, he completed his 1,000<sup>th</sup> ride, taking a Neighbor Ride client to the **Howard County Community Resources Campus in Columbia**, a co-location of key service agencies, providing single-stop, improved access to a variety of critical services, which help improve the quality of life for the County's most vulnerable residents.

Leo, who worked for Northrop Grumman for 40 years before retiring in 2007, has driven over 40,000 miles in service to his Howard County neighbors. Thanks to his volunteer commitment, 502 older adults received safe transport to dialysis and other medical appointments, and were able to go shopping, enjoy social outings and more. According to Neighbor Ride, "Leo has always stepped up to take the more difficult rides to fill, including longer rides to hospitals and other destinations in Baltimore City, Anne Arundel, Baltimore and Montgomery Counties."



# Don't Fall for the Latest Gift Card Scam

By Rebecca Bowman, Administrator  
Howard County Office of Consumer Protection

## Are gift cards on your holiday shopping list? Beware of a new scam that could turn your generous gifts into useless pieces of plastic!

Here's how the latest scam works. You receive a gift card from a friend, colleague or family member. When you go to use the gift, the card gets declined. There is a strong likelihood that, before the card's purchase, someone (a scammer) took the card off the rack at a retail location, wrote down the card number, scratched off and recorded the security codes from the back of the card. In some cases, the scammers replace the security strip on the card to hide their tracks.

Software makes it easy for scammers to check balances online so they know when the card has been activated. The scammer then drains the funds through online purchases. Sadly, many gift card sellers refuse to provide refunds even if you have the receipt and proof of activation.

While detecting this scam can be very challenging, there are several steps you can take to proactively protect yourself and your gift recipient:

- Look for gift cards with packaging difficult to deface and inspect each one thoroughly. If there are any signs of tearing or peeling, or if it is not in perfect condition, do not make that purchase.
- If you must purchase a gift card without security packaging, carefully inspect the foil tape over the PIN or activation codes. Don't purchase a card if the tape is crooked, too large, or appears to have been reapplied.
- Consider buying gift cards online where scammers are less likely to have access. For more security, order gift cards from merchants' official websites, not third party sources.
- Keep your receipt, and give it to the gift card recipient. If the card has been compromised, having the receipt gives the recipient some negotiation power.
- If you spot someone copying down numbers at a retail location, report them to security immediately.

If you purchase a gift card that's been compromised, or have questions about this and other consumer issues, contact us at 410-313-6420 (voice/relay) or [www.howardcountymd.gov/consumer](http://www.howardcountymd.gov/consumer).



Department of Community Resources and Services

The 50+ Connection is published monthly by the Howard County Office on Aging and Independence.

This publication is available in alternate formats upon request. To join our subscriber list, email [kahenry@howardcountymd.gov](mailto:kahenry@howardcountymd.gov)

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Kim Higdon Henry, Editor • Email: [kahenry@howardcountymd.gov](mailto:kahenry@howardcountymd.gov)

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# Crawley Chosen to Lead OAI

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Department of Community Resources and Services, which includes the OAI. "As administrator, her leadership will improve the overall quality of life for older adults and their families in Howard County."

As a resident of Ellicott City for the past five years and mom to three school-aged children who are active in sports and scouting, Jenna is especially happy to be working closer to home. "By working in and with the Howard County community, I can make a positive impact, and further the goal of creating an age-friendly community that is capable and ready to serve a diverse and growing population," Jenna said. "It is a real gift to share service with my local community and to model how to give back as a public service employee for my children," she said.

During her first month at OAI, Jenna's plans include visits to the County's six 50+ Centers to gain an understanding of each unique site, the individuals and groups served, programming, and overall value in the surrounding communities. She is also looking forward to attending community events such as the recent caregiver conference and annual Thanksgiving Banquet.

"As OAI's administrator, I want to meet and talk with community members directly and hear firsthand their views on what the office is doing well and how we can work together to address the needs and issues of our community going forward," she explains. Jenna will also work closely with the Commission on Aging to ensure the OAI collectively promotes successful aging for all county residents.

FOR THE HOLIDAYS

**Monticello: Tour and Holiday Wreath Workshop**  
Discover the home of our third President, Thomas Jefferson. Following a mountaintop tour, enjoy a scenic lunch and staff-lead holiday wreath workshop. All materials are provided, bring hand pruners.  
18 yrs +    Bain 50 + Ctr/Long Gate Park & Ride  
RP4523.101    Nov 29    6:30am-6pm    Th    \$200

**The Kennedy Center: Ballet West's The Nutcracker**  
Ballet West returns for the D.C. premiere of its whimsical new production of *The Nutcracker*. Featuring fantastical sets and costumes alongside Tchaikovsky's cherished score, this *Nutcracker* is a glittering, larger-than life adventure.  
16 yrs +    Bain 50 + Ctr/Long Gate Park & Ride  
RP4527.101    Dec 8    Noon-6pm    Sa    \$175

**Ford's Theater: A Christmas Carol**  
Join the ghosts of Christmas Past, Present and Future at historic Ford's Theater as they lead Scrooge on a journey of transformation and redemption.  
16 yrs +    Bain 50 + Ctr/Long Gate Park & Ride  
RP4528.101    Dec 15    Sa    \$140

Howard County  
RECREATION & PARKS

CAPRA  
COUNCIL ON AGING  
PARKS & RECREATION

ENCORE  
PROGRAMS

**Registration:** 410-313-7275, [www.howardcountymd.gov/rap](http://www.howardcountymd.gov/rap)  
**Info:** Tracy Adkins, 410-313-7279 or [tadkins@howardcountymd.gov](mailto:tadkins@howardcountymd.gov)

# 2018 PROJECT *Holiday*

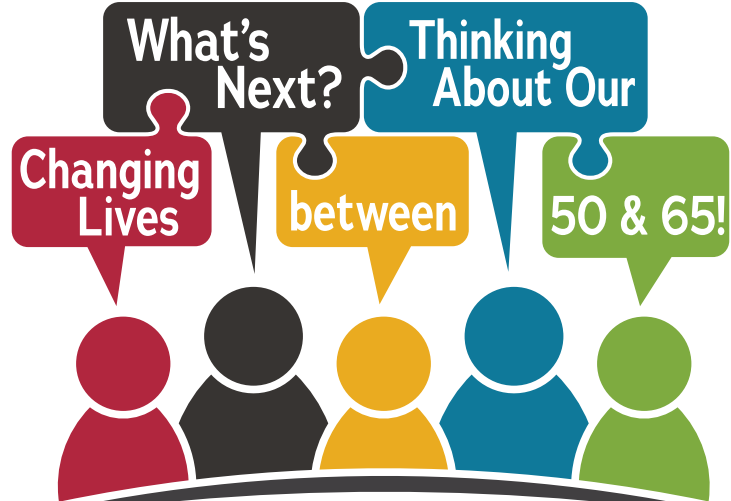
The Howard County **Office on Aging and Independence** is collecting new donated items for low-income seniors who reside in assisted living facilities and in the community. The **Office of Children and Families** is also collecting new gift items, including books and toys for families in need with children ages 0 to 5 years old. The wish list for the children and adults include:

- Body Lotion
- Body Wash
- Books (ages 0-5)
- Deodorant
- Hair Brushes
- Hair Conditioner
- Scarves
- Shampoo
- Shaving Cream
- Slipper Socks
- Socks
- Toothbrushes
- Toothpaste
- Toiletry Gift Sets
- Throw Blankets
- Toys (ages 0-5)

**Donations will be accepted until 5:00 p.m. December 10 at Howard County Department of Community Resources and Services 9830 Patuxent Woods Drive, Columbia, MD 21046**

FOR MORE INFORMATION: Tomiko Thomas  
410-313-6542 (VOICE/RELAY)  
tthomas@howardcountymd.gov

 Howard County Department of  
**Community Resources  
and Services**  
[www.howardcountymd.gov/communityresources](http://www.howardcountymd.gov/communityresources)



## COMMUNITY CONVERSATION

— An Encore Adulthood Program —

**Tuesday, December 4 • 6 to 8 pm**  
**Elkridge 50+ Center**  
**6540 Washington Blvd., Elkridge 21075**

FOR MORE INFORMATION OR TO REGISTER

**410-313-5192**  
(VOICE/RELAY)



# Be heard.

(even when you can't speak for yourself).

Speak(easy) Howard's focus is helping you talk about your preferences for medical care and name the person who will make medical decisions for you if you can't.

**SPEAK (easy)**  
— HOWARD —

Visit **SpeakEasyHoward.org**  
for more information.

A community initiative of



## Giving Projects 2018

The **ELLCOTT CITY 50+ CENTER** sponsors several Giving Projects throughout the holidays to help our friends in need. Donations will be accepted at the center (9401 Frederick Road, Ellicott City) through Thursday, December 20.

### Ronald McDonald House of Baltimore

**REQUESTED ITEMS** — gift cards for residents (Amazon, Target, Walmart, Royal Farms, Wawa, Costco, Sam's Club, Home Depot); single serving snacks; condiments (ketchup, mayonnaise, mustard, peanut butter, salad dressing); AA and D batteries; paper towels; liquid handwashing soap.

Please also save and donate pull tabs from soda, beer and canned foods. **Listed items only, please!**



### Small Miracles Cat and Dog Rescue

A monetary donation is the best and most direct way to help the animals housed at Small Miracles, allowing the shelter to use donations to meet specific needs (i.e., food, litter, blankets, toys; veterinary supplies; and/or miscellaneous operational costs).

Make checks payable to "SMCDR" and mail to:

Small Miracles Cat & Dog Rescue, 10236 Baltimore National Pike, Ellicott City, MD 21042. Or, drop off to the shelter during adoption hours. Visit [www.smallmiraclesrescue.org](http://www.smallmiraclesrescue.org) or call 410-461-0516.



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**Stay connected to the Howard County Department of Community Resources and Services. Like us today!**

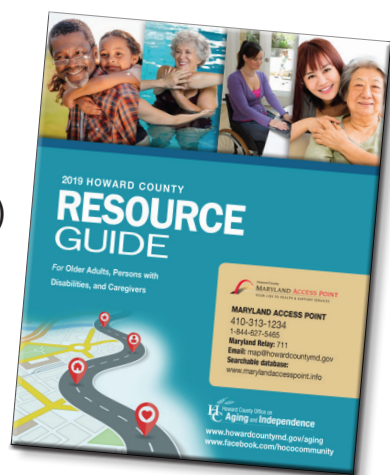


# 2019 Resource Guide Now Available!

Copies are available from the Office on Aging and Independence (OAI); at any of the OAI 50+ Centers; and at all Howard County Library locations.

Or, contact Maryland Access Point (MAP) at 410-313-1234 (voice/relay) or [map@howardcountymd.gov](mailto:map@howardcountymd.gov) to have one sent to you.

[howardcountymd.gov/aging](http://howardcountymd.gov/aging)



## Are You the Parent of a Child with Disabilities?



### Powerful Tools FOR Caregivers

**T**he Caregiver Support Program of the Howard County Office on Aging and Independence is excited to offer Powerful Tools for Caregivers (PTC), an evidence-based program designed with the parent's well-being in mind.

This six-week series of two-hour classes offers parents opportunities to explore a variety of self-care tools in a supportive environment, designed to help you:

- reduce personal stress
- change negative self-talk
- communicate more effectively in challenging situations
- manage your emotions
- make tough caregiving decisions

**January 15 thru February 19, 2019**

**6:00 to 8:00 PM**

— SIX CONSECUTIVE TUESDAYS —

### Ellicott City 50+ Center

9401 Frederick Road, Ellicott City 21042

\$30 fee covers all materials

— FOR MORE INFORMATION OR TO REGISTER —

**Kathy Wehr**

CAREGIVER SUPPORT PROGRAM MANAGER

410-313-5955 (VOICE/RELAY)

[kwehr@howardcountymd.gov](mailto:kwehr@howardcountymd.gov)

**If you are the parent of a child with disabilities, we encourage you to register today!** Our goal is to improve the lives of parents (and ultimately their children) through outreach, conversation, training and resources.

## 50+ FUTURESPlanning

**FINAL TOPICS and DATES of the 2018 SERIES!**

An Educational Series for  
HOWARD COUNTY RESIDENTS

Tuesday, December 4  
**Senior Health Insurance Basics**

Tuesday, December 11  
**Safeguards to Avoid Fraud, Abuse and Exploitation**

**6:30 to 7:30 p.m.**  
**East Columbia Library**  
**6600 Cradlerock Way, Columbia 21045**

REGISTER AT  
[www.50futuresplanningseries.eventbrite.com](http://www.50futuresplanningseries.eventbrite.com)

**ADMISSION IS FREE.** For more information, contact  
Becky Sieck at 410-997-0610 or [info@cogsmd.org](mailto:info@cogsmd.org)

## Help us Celebrate the Spirit of the Holidays!

**Paws4Comfort is accepting new gift donations for the residents of Lorient Nursing Home.**

Suggested items: shawls, scarves, puzzle books, small stuffed animals, lap blankets, jigsaw puzzles, and socks.

Gifts may be dropped off at Bain 50+ Center in the "LORIEN" box no later than December 11. Thank you!

**Last Evaluation Date of 2018**  
**Thursday, December 6**

**Bain 50+ Center**  
**5470 Ruth Keeton Way, Columbia 21044**



**Howard County**  
**Paws4Comfort**  
Touching Hearts... One Visit at a Time

Howard County Office on  
**Aging and Independence**  
Department of Community Resources and Services

**Ingrid Gleysteen**  
PROGRAM COORDINATOR  
**410-313-7461**

[igleysteen@howardcountymd.gov](mailto:igleysteen@howardcountymd.gov)

[www.howardcountymd.gov/paws](http://www.howardcountymd.gov/paws)